



Substitute for Form 1449A/PTO <h2 style="text-align: center;">INFORMATION DISCLOSURE STATEMENT BY APPLICANT</h2> <p style="text-align: center;">(USE AS MANY SHEETS AS NECESSARY)</p>				<h3 style="text-align: center;">Complete if Known</h3> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Application Number</td> <td>10/766,790</td> </tr> <tr> <td>Filing Date</td> <td>January 27, 2004</td> </tr> <tr> <td>First Named Inventor</td> <td>Scott Malat et al.</td> </tr> <tr> <td>Art Unit</td> <td>2617</td> </tr> <tr> <td>Examiner Name</td> <td>Barry W. Taylor</td> </tr> <tr> <td>Attorney Docket Number</td> <td>14846-38</td> </tr> </table>		Application Number	10/766,790	Filing Date	January 27, 2004	First Named Inventor	Scott Malat et al.	Art Unit	2617	Examiner Name	Barry W. Taylor	Attorney Docket Number	14846-38
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U.S. PATENT DOCUMENTS					
Examiner Initials*	Cite No. ¹	Document Number Number-Kind ² (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		4649563	03/10/1987	Riskin	
		4694483	09/15/1987	Cheung	
		4792968	12/20/1988	Katz	
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		5519772	05/21/1996	Akman	
		5553120	09/03/1996	Katz	

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		5555299	09/10/1996	Maloney et al.	
		5559855	09/24/1996	Dowens et al.	
		5561707	10/01/1996	Katz	
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		5761288	04/02/1998	Gray	
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		5787156	07/28/1998	Katz	
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		5825856	10/20/1998	Donna	
		5825870	10/20/1998	Miloslavsky	
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		5933816	09/03/1999	Zeanah	
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		6134315	10/17/2000	Galvin	
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		6175563	01/16/2001	Miloslavsky	
		6208638	03/27/2001	Rieley et al.	
		6212178	04/03/2001	Beck et al.	
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		6233332	05/15/2001	Anderson et al.	

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		6301351	10/09/2001	King	
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		6714642	03/30/2004	Dhir et al.	

FOREIGN PATENT DOCUMENTS					
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NON PATENT LITERATURE DOCUMENTS			
Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
		TELEPHONY, CTI (COMPUTER-TELEPHONY INTEGRATION), INTERNET, 05/25/1999, 1 PAGE	
		VOCLTEC LTD.; VOCALTEC TELEPHONY GATEWAY, PRODUCT BROCHURE, 01/01/1996	
		INTERNET TELEPHONY, COMPUTER TELEPHONY SOLUTIONS, INTERNET, 05/25/1999, 1 PAGE	
		COMPUTER TELEPHONY SYSTEMS, COMPUTER TELEPHONY SOLUTIONS, INTERNET, 05/29/1999, 3 PAGES	
		CALL AND WEB CENTRES, COMPUTER TECHNOLOGY SOLUTIONS, INTERNET, 05/25/1999, 5 PAGES	
		VOCALTEC LTD.; TELEPHONY GATEWAY, 01/01/1996, PP. 1-9	
		MAHONEY; CUSTOMER BASE MANAGEMENT: LEVERAGE TELEMARKETING AND CALL CENTER ENVIRONMENT, DIRECT MARKETING, VOL. 59, NO. 6, 10/01/1996, P. 20	
		CSU/DSU (CHANNEL SERVICE UNIT/DATA SERVICE UNIT), CTI (COMPUTER-TELEPHONY INTEGRATION), PP. 208-210;	
		U.S. COURT OF APPEALS FOR THE FEDERAL CIRCUIT; IEX CORPORATION VS. BLUE PUMPKIN SOFTWARE, INC., 02/02/2005	

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